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ABSTRACT

This document contains the results of the Institutional Effectiveness Survey starting from the academic years 1998-1999 to 2002-2003 completed at Pensacola Junior College. The survey calls for reporting Institutional Research as one of the 53 primary functional areas of the College. The document states that the goal of institutional research is to develop and maintain a program of applied research designed to provide appropriate data and analysis of that data to the College, the community, and state and federal agencies. Also, it should provide data and analysis on studies preformed, faculty characteristics and faculty workload to the College administration Board and other agencies required. The indicator used to analyze the data is as follows: At designated intervals, a sample of users will be surveyed with a 70% rating of the services as meeting their needs within a reasonable period. The document contains a copy of the survey instrument that was randomly sent out to administrators and faculty that had requested special data report for each academic year between 1998-2003. Also, the document contains comments made by all of the administrators and faculty in an anonymous manner. For every year, the majority of administrators and faculty found the information provided to be extremely useful, extremely clear, extremely accurate, and delivered in a timely manner. (MZ)

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ED 481 319

Institutional Effectiveness Survey, 1998-2003

Pensacola Junior College
Office of Institutional Research and Effectiveness

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Office of Educational Research and Improvement
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JC 030 514

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Institutional Effectiveness Survey

Institutional Research
(#41)

2003

(SACS 3.3)

Pensacola Junior College
Office of Institutional Research and Effectiveness
R-03-1448

MM 4-9-03

2A

Institutional Effectiveness: The Institutional Effectiveness Plan for 2002-2003 calls for reporting Institutional Research as one of 53 primary functional areas of the college.

The plan requires the following:

XV. INSTITUTIONAL RESEARCH (Strategic Goal 10):

GOAL A. Develop and maintain a program of applied research designed to provide appropriate data and analysis of that data to the college, the community and state and federal agencies required.

OBJECTIVE 2. Provide data and analysis on studies performed, faculty characteristics and faculty workload to the college administration Board and other agencies required.

INDICATOR b. At designated intervals, a sample of users will be surveyed with a 70% rating of the services as meeting their needs within a reasonable period.

[Other satisfaction measures were also considered in this survey.]

Survey Results: A survey instrument (see attached form) was randomly sent to PJC administrators and faculty who requested special data reports in 2002-2003. Seventeen usable evaluation forms were received.

Findings:		N	%
1.	This information was received		
	A. in a very timely manner.	15	88.2%
	B. in a timely manner.	2	11.8%
2.	It was		
	A. extremely useful.	10	58.8%
	B. very useful.	6	35.3%
	C. useful.	1	5.9%
3.	This material was		
	A. extremely clear.	12	70.6%
	B. very clear.	5	29.4%
4.	I found this information to be		
	A. extremely accurate.	8	47.0%
	B. very accurate.	6	35.3%
	X. No response.	3	17.6%

Conclusion: The standard of 70% ("A" and "B" ratings) was met in each case.

Comments:

1. A solid report put together on short notice to provide information regarding program mix for fee paying and non-fee paying students.

2. Valuable necessary report allowing year to year cost data for decision making.

3. Always provides information requested in timely accurate manner. Thank you!

4. Office of Inst. Eff has always been very responsive to any requests that the Library (LRC) makes. Thanks.

5. Thanks!!

6. I requested the data @ 8:36AM 02.10.03 and by 10:46AM the same morning I was notified that my request had been received. At 1:31PM the same day I received the data for a VA audit. I responded with a thank you that afternoon.

7. Imperfections in clarity are the responsibility of the receiver, not the sender – just can't read those statistical symbols. I understood what I needed.

8. Excellent report.

9. I cannot verify the accuracy. I assume it is accurate.

10. Thanks for your service!

11. I remain amazed at the amount of information (statistical & otherwise) that is available in the Office of Inst. Research & Effectiveness.

12. This is terrific! Please thank Dr. McLeod for me. We are so fortunate to have him and all of you in his department!

13. Thank you!

14. Thank you very much for taking the time to review my degree.

15. And it's WONDERFUL! Just what I was looking for. Thank you so very much!

16. Marshall, thanks for the data that you faxed to me.

Suggestions:

1. Keep up the great work.

2. Advise requestors when electronic files are available and offer choice of paper or electronic.

3. None. Thank you!

4. None – keep up the great work. Thanks again.

5. Add all charter high schools for Santa Rosa and Escambia School District.

Institutional Effectiveness Survey

Institutional Research
(XV. A. 2. b.)

2001

(SACS 3.3)

Pensacola Junior College
Office of Institutional Research and Effectiveness
R-02-1290 **MM 4-4-02**

Institutional Effectiveness: The Institutional Effectiveness Plan for 2001-2002 calls for reporting Institutional Research as one of 53 primary functional areas of the college.

The plan requires the following:

XV. INSTITUTIONAL RESEARCH (Strategic Goal 10):

GOAL A. Develop and maintain a program of applied research designed to provide appropriate data and analysis of that data to the college, the community and state and federal agencies required.

OBJECTIVE 2. Provide data and analysis on studies performed, faculty characteristics and faculty workload to the college administration Board and other agencies required.

INDICATOR b. At designated intervals, a sample of users will be surveyed with a 70% rating of the services as meeting their needs within a reasonable period.

[Other satisfaction measures were also considered in this survey.]

Survey Results: A survey instrument (see attached form) was sent to PJC administrators who requested special data reports in 2001-2002. Twenty-two usable evaluation forms were received.

Findings:		N	%
1.	This information was received		
	A. in a very timely manner.	20	90.9%
	B. in a timely manner.	2	9.1%
2.	It was		
	A. extremely useful.	16	72.7%
	B. very useful.	6	27.3%
3.	This material was		
	A. extremely clear.	16	72.7%
	B. very clear.	6	27.3%
4.	I found this information to be		
	A. extremely accurate.	14	63.6%
	B. very accurate.	4	18.2%
	X. No response.	4	18.2%

Conclusion: The standard of 70% ("A" and "B" ratings) was met in each case.

Comments:

1. As accurate as SRS data.

2. Thank you! This data was used to answer questions for a business prospect.

3. I appreciate your fast turnaround concerning this request for information.

4. Excellent example of institutional research, writing and coordination needed to complete an essential report.

5. Thank you, and many thanks to Dr. McLeod. "You must do things that you think you are unable to do" Eleanor Roosevelt

6. This report was compiled, edited and submitted in a very professional, timely manner. Keep up the good work!

7. Marshall, thanks for the info I requested...appreciated your help in this...Thanks again.

8. Thanks for the information – it's great that it was set up just as we use it on the fact card! The cards should be in in a week or two.

9. Very helpful for grant preparation.

10. Thanks to Dr. McLeod and his office for sending me updates.

11. Note: I have no way of determining the accuracy of these figures.

12. The Office of IR and Effectiveness is always responsive, professional and service-oriented. The data and supportive nature of this office is genuinely appreciated. Thanks, Marshall.

13. The information furnished by the office of Institutional Research and Effectiveness is a valuable and essential resource.

14. Marshall McLeod was very helpful and gave me more information than I knew existed! He said that he would also send the R-02-1224 report as soon as it was completed, which he did.

15. I can only assume that it is accurate. I'm always impressed with the volume, and particularly, the timely access to information available from your office. Thanks!

16. Thank you for the support!

17. A very difficult question to get a grip on!! Provided rough data that will be extremely valuable as we try to understand adjunct utilization.

18. Thanks for the latest info on city/county/state stats. This is stuff I can use on reports and give me an idea of the bigger picture. Really useful!

19. Thanks!

20. I've put the stats on the computer. However, when you saw them you said I had a good case for a new instructor. May I ask what it is in these stats that led you to this conclusion? Thanks again. I began to realize as I entered this data the scope of what you had done for me. Thank you so much.

21. Again, thanks! Our job is so much easier with your support!

Suggestions:

1. That PJC develop a way to obtain this type of data electronically, so users could organize it and make meaningful comparisons without having to input it into another software package.

2. We are able to make more informed decisions because of the data generated by this office. They could probably use some additional support in the future.

Institutional Effectiveness Survey

Institutional Research
(XV. A. 2. b.)

2000

(SACS 3.3)

Pensacola Junior College
Office of Institutional Research and Effectiveness
R-01-1140 **MM 4-4-01**

Institutional Effectiveness: The Institutional Effectiveness Plan for 2000-2001 calls for reporting Institutional Research as one of 53 primary functional areas of the college.

The plan requires the following:

XV. INSTITUTIONAL RESEARCH (Strategic Goal 10):

GOAL A. Develop and maintain a program of applied research designed to provide appropriate data and analysis of that data to the college, the community and state and federal agencies required.

OBJECTIVE 2. Provide data and analysis on studies performed, faculty characteristics and faculty workload to the college administration Board and other agencies required.

INDICATOR b. At designated intervals, a sample of users will be surveyed with a 70% rating of the services as meeting their needs within a reasonable period.

[Other satisfaction measures were also considered in this survey.]

Survey Results: A survey instrument (see attached form) was sent to PJC administrators who requested special data reports in 2000-2001. Twenty-three usable evaluation forms were received.

Findings:		N	%
1.	This information was received		
	A. in a very timely manner.	18	78.3%
	B. in a timely manner.	4	17.4%
	C. about average	1	4.3%
2.	It was		
	A. extremely useful.	17	77.3%
	B. very useful.	4	18.2%
	C. useful.	1	4.5%
3.	This material was		
	A. extremely clear.	15	68.2%
	B. very clear.	6	27.3%
	C. about average.	1	4.5%
4.	I found this information to be		
	A. extremely accurate.	17	77.3%
	B. very accurate.	5	22.7%

Conclusion: The standard of 70% ("A" and "B" ratings) was met in each case.

Comments:

1. Institutional Research is a great resource.
2. Thank you.
3. Very informative, thorough and helpful.
4. Thanks for getting this valuable information together at such short notice.
5. I would love to know the % change on the Pensacola campus only.
6. This office has been extremely helpful in my transition to Associate Vice President.
7. Reports provided by IR are essential to the decision making process in this office.
8. The Institutional Research and Effectiveness office is a valuable support service.
9. As noted by my (✓), I am very pleased with all aspects of this office.
10. This office provided excellent data on most areas needed to make good administrative decisions. If we could get cost data from accounting we would have a clear picture.
11. The services of the office are invaluable. Dr. McLeod always response in a very timely and thorough manner for any requests and provides excellent report information regularly that is very helpful in job performance.
12. Thank you for the speedy response.
13. The responsiveness of the Institutional Research office is always efficient and timely.
14. I appreciate receiving the "green sheets" which provide useful information for me to share with others on the Milton campus.
15. We were on an extremely tight schedule – the office of Institutional Research & Effectiveness provided the information required as noted above.
16. Thanks for the updated fax on retention. I am having my staff pursue getting Jacksonville's catalog to compare curriculum differences. I will keep you posted.
17. Thanks for all of the historical data on the legal programs. This information will be useful as we move forward with those programs.

Suggestions:

1. It would be very useful if data like this report could also be provided in ACCESS or other format which could be manipulated.

2. Keep up the good work.

3. We need someone working with your office to provide major assistance with grant writing for the college (this area is a mess currently).

4. Perhaps graphing some of the reports would help more folks to read them and benefit from some very good institutional research data. Great job!

Institutional Effectiveness Survey

Institutional Research
(XV. A. 2.b.)

1998 - 1999

(SACS 3.3)

Pensacola Junior College
Office of Institutional Research and Effectiveness
R-99-810

MM 3-11-99

Institutional Effectiveness: The Institutional Effectiveness Plan for 1998-1999 calls for reporting Institutional Research as one of 53 primary functional areas of the college.

The plan requires the following:

XV. INSTITUTIONAL RESEARCH (Strategic Goals V, VI):

GOAL A. Develop and maintain a program of applied research designed to provide appropriate data and analysis of that data to the college, the community and state and federal agencies required.

OBJECTIVE 2. Provide data and analysis on studies performed, faculty characteristics and faculty workload to the college administration Board and other agencies required.

INDICATOR b. At designated intervals, a sample of users will be surveyed with a 70% rating of the services as meeting their needs within a reasonable period.

[Other satisfaction measures were also considered in this survey.]

Survey Results: A survey instrument (see attached form) was sent to random PJC faculty and administrators who requested special data reports in 1998-1999. Eighteen usable evaluation forms were received.

Findings:		N	%
1.	"This information was received;		
	A. "In a very timely manner":	16	88.9%
	B. "In a timely manner":	2	11.1%
2.	"It was;		
	A. "Extremely useful":	12	75.0%
	B. "Very useful":	2	12.5%
	C. "Useful":	2	12.5%
	D. No response:	2	N/A
3.	"This material was;		
	A. "Extremely clear":	12	85.7%
	B. "Very clear":	2	14.3%
	C. No response:	4	N/A
4.	"I found this information to be;		
	A. "Extremely accurate":	10	71.4%
	B. "Very accurate":	2	14.3%
	C. "About average":	1	7.1%
	D. "Not very accurate":	1	7.1%
	E. No response:	4	N/A

Conclusion: The standard of 70% ("A" and "B" ratings) was met in each case.

Comments:

1. "The information was extremely useful in preparation for the 1998-99 Educational Equity Act report. The data will be used to project and establish the planned representation in enrollments and completions (AA, AS, & Certificates/Students) for 1999-2000."

2. "Thanks. Just what I needed."

3. "Thanks very much."

4. "Thank you for the thoroughness of this report as well as the promptness of it. This information should help us to get this Workforce Development Capitalization Incentive Grant!"

5. "Exactly what I needed!"

6. "Not accurate because of the way data is reported from MIS--Dr. McLeod and I talked about problem and solutions are being sought. I appreciated the VERY QUICK response--thank you."

7. "I haven't been here long enough to know the answers to the above."

8. "I haven't been here long enough to know the answers to the above."

9. "Appreciate Dr. McLeod's willingness to help me with the data I requested; most attentive to my questions."

10. "My request for demographic information was provided to me in a very timely manner. Chris was exceptionally helpful in putting together a packet of broad-scoped demographic information."

11. "Thanks for the quick response."

12. "The data will be very helpful for our next enrollment cycle. Historically, the adult high has offered four and eight week classes. Presently all classes are offered in four week format."

13. "Informative as always. Timely and useful. I depend on this office."

14. "Thanks again. This info will assist with our recruiting efforts."

15. "Thanks for the info. I will share with the faculty."

16. "Thanks very much for the information on the Engineering Technology program. Sorry for the short notice but you know how grant deadlines are--they won't budge. Thanks again."

Suggestions:

1. "I'm going to schedule a time with Dr. McLeod to go over reports."

2. "I'm going to schedule a time with Dr. McLeod to go over reports."

3. "Future data should show student attrition/retention rate for classes that were changed from eight week format to two 4 week formats. Key dates for Term I, 1999-1 are: August 26 vs. September 1, 1998; Sept. 24 vs. Sept. 30, 1998; Oct. 22 vs. Oct. 27, 1998; Nov. 20 vs. Nov. 25, 1998."

Office of Institutional Research and Effectiveness
Evaluation Form

Memorandum to:	**Recently this office provided you with information on:**
From: Marshall McLeod, Director of Institutional Research & Effectiveness	_____ _____

In order to record the utility of this information, please complete the items below and return this to the Office of the Vice President for Planning and Administration as soon as convenient.

Date: _____

1. This information was received: (check one)
   - _____ In a very timely manner;
   - _____ In a timely manner;
   - _____ About average;
   - _____ Not in a timely manner;
   - _____ Not in a timely manner at all.

2. It was: (check one)
   - _____ Extremely useful;
   - _____ Very useful;
   - _____ Useful;
   - _____ Not very useful;
   - _____ Not very useful at all.

3. This material was: (check one)
   - _____ Extremely clear;
   - _____ Very clear;
   - _____ About average;
   - _____ Somewhat clear;
   - _____ Not very clear.

4. I found this information to be: (check one)
   - _____ Extremely accurate;
   - _____ Very accurate;
   - _____ About average;
   - _____ Not very accurate;
   - _____ Extremely inaccurate.

5. Comments: _____

6. Suggestions: _____

Signature: _____

Date: _____

THANK YOU FOR YOUR HELP!

U.S. Department of Education
Office of Educational Research and Improvement (OERI)
National Library of Education (NLE)
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